

Amend claim 1 as follows:

1. A call management system comprising:

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- a. at least one user position, comprising a computer workstation and associated telephone apparatus;
- b. a call management computer;
- c. a digital data network connecting the workstation of said at least one user position with said call management computer;
- d. said call management computer including means for intercepting an incoming call to said at least one user position;
- e. means for determining that an intercepted call is for said at least one user position;
- f. means for interacting with the workstation of said at least one user position to determine how the intercepted call is to be processed;
- g. and means for processing the call according to instructions received from the workstation of the called user ;

wherein said call management computer includes means for identifying the calling party.